

Richmond Surgery Newsletter

March 2021
Issue 88

Local Pharmacies

Richmond Surgery

Mon-Fri 8am-6.30pm
(see our website for details
of clinics outside of these hours)
<https://www.richmondsurgeryfleet.com/>



Wellbeing Pharmacy

Open via window:
Mon-Sat 0700-2230
Sun 1000-1700
T: 01252 447001
E: wp006@wellbeing-pharmacy.co.uk



Rowlands Pharmacy

5 Linkway Parade
Courtmoor Fleet
Hants GU52 7UL
Please check their website for opening times
T: 01252 615582



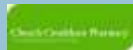
Boots The Chemist Pharmacy

225 Fleet Road
Fleet Hants GU51 3BN
Please check their website for opening times
T: 01252 613698



Church Crookham Pharmacy

157 Aldershot Road
Church Crookham
Hants GU52 8JS
Please check their website for opening times
T: 01252 621098



COVID Vaccination HUB @ The Harlington

Wednesday 17th February 2021 was a momentous day for our 3 surgeries; Fleet Medical Centre, Richmond Surgery and Branksomewood Healthcare Centre - as we came together to open a Covid vaccination Hub based at The Harlington in Fleet town centre.

Support for the service over recent months has been huge and as GP practice teams we are delighted that we are now able to offer this service to our patients and local community.

Over our first 3 days, we have delivered 1,401 vaccinations, delivered by teams of GP, nurses, physiotherapists, pharmacist, medical students and first responders under supervision, supported by our wonderful administrators doing data entry onto the National computer record called Pinnacle.

We have welcomed retired colleagues and those from other medical services who have wanted to pitch in and offer their services. Hart Voluntary Action in association with Fleet Lions have kept the car parks and queues flowing with smiles and care throughout our sessions and we offer special thanks to them for their hard work & unfailing support, in all weathers! Many thanks also to Waitrose and Subway for the free refreshments and discounts that have kept our team going.

We have experience using both Pfizer and Astra Zeneca vaccinations and there have been no adverse reactions under our care. We are now inviting patients from Cohort 6 which are those deemed to be at higher risk (Clinically extremely vulnerable aged 16-69) and registered carers, and those from Cohorts 1-5 who have not yet been vaccinated.

Please do NOT contact your surgery regarding appointments unless specifically advised to do so, you will be contacted by us when it is time for you to have your immunisation- this could be by text, email or phone call. Our clinics run at short notice and are fully dependent on the supply of vaccine. Rest assured we are available to run clinics whenever



Pictured above with permission: MP Ranil Jarawadena, Councillor Steven Forster, Clinical GP Leads Dr Durasamy and Dr Sinclair and Vaccination Centre Site Manager James Perrin

Pictured below left with permission: Councillor Steven Forster and MP Ranil Jarawadena speak to Hart Voluntary Action Manager Sue Vincent

vaccine delivery requires us to. Vaccine brand depends on what is available on the day and patients will not be offered a choice.

We have had many visitors to our Hub over the past week and welcomed MP Ranil Jarawadena, Cllr David Neighbour from Hart District Council and Cllr Bob Schofield from Fleet Town Council, as well as a spot check by a senior NHS clinical lead, all of whom gave very positive feedback.

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REMEMBER: Please do not attend if you have symptoms that may be COVID-19.

Arrive at ON TIME for your appointment.

Make sure you wear clothes allowing us access to your upper arm and get your arm ready whilst queuing. You will be asked about allergies by your vaccinator.

If you are aged 16 or 17, please ensure this is flagged up to your vaccinator.

For Pfizer vaccinations, you must be observed for 15 minutes at the Hub.



For Astra Zeneca, you can leave straight away but you must NOT drive for 15 minutes.

Created by Dr Nina Durasamy, CVP Harlington Clinical Lead

FREE* CAB TO GET YOUR JAB FOR OVER 80's

*T&C's apply please check our website for details



CALL US TO BOOK AND QUOTE CAB4AJAB

FLEET BOOKINGS

FARNHAM BOOKINGS

01252 613 613 or 01252 73 74 75



COVID-19 Vaccination Update - Information for Patients

National advice on the vaccine is [here](#)

Why do I have to wait for my COVID-19 vaccine leaflet?

Published 20 November 2020

Information about COVID-19 vaccination supplies.

COVID-19 vaccination guide for adults leaflet

Published 20 November 2020

This leaflet is for older adults and explains about the COVID-19 vaccination, who is eligible and who needs to have the vaccine to protect them from Coronavirus.

Hampshire and IOW CYP Crisis Line

Monday, Tuesday, Wednesday and Thursday 3:00pm to 8:30pm

Telephone and email support for Children and Young People aged 11 – 17 years old.

Who are experiencing mental health crisis and living in Hampshire or the Isle of Wight.



Immediate access to...

- One to one confidential, emotional support
- Advice on healthy coping skills and resources
- Signposting to useful apps and websites




Freephone: 0300 303 1590
cypcrisisline@easthantsmind.org





HM Government

You could have coronavirus and not even know it.

Remember:



HANDS



FACE



SPACE



Act like you've got it

You don't need symptoms to have coronavirus



Need a Copy of Your Medical Records?

Did you know that as well as requesting prescriptions online, you can also view your medical record online?

Application forms for GP online services are available on our website

<https://www.richmondsurgeryfleet.com/>

Social Link Worker

Catherine Johnson works with the 4 Fleet Practices as a Link Worker and is based at Richmond Surgery on Thursdays. Her role is to provide individual support to help people improve their health and wellbeing by connecting patients to local community services to address their social and practical needs.

You may have already spoken with Catherine as she is already calling some vulnerable patients to ask if any assistance is needed.

Catherine describes further what support she can offer:

As a Social Link Worker I will contact patients to discuss their needs and whether they feel this service is right for them. A longer appointment at the GP surgery with me, or at their home if appropriate, will then be made to listen and discuss with the patient how they would like to make changes in their life.

I will then signpost, refer or actively support the patient to access local community services (for example, attend a group for the first time) to address their needs. Follow up appointments will be

made with me to review their progress. Because everyone's needs are different, this service has been created to provide tailored support to people at a comfortable pace in order that they can achieve healthy and positive outcomes.

The type of support that I can provide includes:

- Connection to emotional wellbeing support in the community.
- Connections to local activities run in the community.
- Help with accessing exercise activities that suit your needs.
- Support from a volunteer to help you enjoy taking part in new activities.
- Support to engage you in a volunteering activity.
- Help with finding other organisations, which can assist you with practical needs to maintain your independence.

If you would like to contact Catherine, you can do this by emailing her via our generic mailbox nehccg.richmondsurgery@nhs.net



Patient Feedback

Can we congratulate **all** staff at the surgery for your tireless work throughout a difficult year. The reception staff have been so helpful and kind. Dr King and Dr Lingham have been extremely supportive and understanding.

Many thanks,
S&MB



Service during 2020
Regular 4 weekly prescription through Boots continued without interruption during this challenging year thanks to the efforts of the Surgery staff, for which we are very grateful.

The Flu jab procedure was very well organised and we were in and out of the building within a few minutes and felt very safe whilst there. Well done to everyone. It's very reassuring to know the whole team were there should we have been unfortunate enough to suffer any health issues at other times.

Two grateful patients



To the Doctors and team at Richmond Surgery
We just wanted to say thanks for being there for us during this difficult year. Although we have kept well, thankfully, Sheila has a regular 4 weekly prescription which is collected from Boots in Fleet, and this has always been ready for collection on the due day thanks to all those involved.

Back in September we both had our Flu jab and were impressed with the system in place. We didn't have to wait long and we felt safe once inside the building.

Thanks again to all involved and we hope you all have a good Christmas.

Hopefully once the Covid vaccinations take effect next year we will see a gradual return to a more 'normal' way of life!

Best wishes from S&AS



All-round excellent care
Despite their obvious challenges this year, I have always felt that nothing is too much trouble for the team at Richmond Surgery. Sometimes it's a little tricky to get through on the phone but it's totally understandable given the circumstances & the eConsult is there at other times.

The team have adapted efficiently, effectively & continued to provide a great service. Thank you!
Mrs R



We want to send our warmest Christmas wishes to you. We know you & your NHS colleagues have had to work extra long hours to keep your patients safe & well this year. We know you all work tirelessly regardless to provide your service & it doesn't go unnoticed.

This year our family have needed you more than ever before but despite your challenges we have always felt supported.

Thank you from the bottom of our hearts.

The R Family



Hi

I just wanted to let you know how impressed I was at the new appointment-making system for cervical screening. Like a lot of women, I always put off making the appointment and am usually (sadly) successful. The new system - whereby I received a text message reminder which included an option to request a call-back to make an appointment - meant making the appointment was easy and convenient but most importantly for me, meant I didn't have to call the surgery myself. I hate making phone calls and find receiving calls extremely stressful, and as I'm often in meetings during the day they rarely catch me when I'm free.

So as well as thanking you for all your hard work this year and everything you've done to keep us all safe, thank you for also introducing this brilliant and effective new way of making it harder to avoid important appointments like this!

Best wishes
JB




All my contacts with the Surgery, whether with Medical or Admin staff have always been pleasant and helpful. You are all appreciated. Topped off this morning by a call from Dr King enquiring how I am doing since I come out of self-isolation this week.

Many thanks.

I trust that you each avoid Covid or the effects of it.
God bless ...

Best wishes and regards.
M


IS A LONG TERM HEALTH CONDITION OR DISABILITY MAKING YOU FEEL ISOLATED?


You Don't Have to Cope Alone

HOW ARE YOU TODAY?
OFFERS PEER SUPPORT & PROFESSIONAL SPEAKERS TO MAKE YOUR LIFE A LITTLE EASIER

For working age people living in Hart, Rushmoor & East Hampshire


JOIN TODAY:
[facebook.com/groups/rhlhowareyoutoday](https://www.facebook.com/groups/rhlhowareyoutoday)

Funded by:




Feeling anxious? Simple breathing exercises could help.

Search **Mind Plan** for free, personalised tips and advice



Better Health every mind matters

Do you have a physical disability or a long term health condition?

Rushmoor Healthy Living provide a support group for people with physical disabilities or long term health conditions in Hart, Rushmoor and E Hampshire.

There is a Facebook group ([facebook.com/groups/rhlhowareyoutoday](https://www.facebook.com/groups/rhlhowareyoutoday)) where members can offer support to each other as well as advice and just day to day chat.

Topics of discussion have included quick tasty recipes to cook when you're tired, best songs to pick you up and give you energy and how to cope mentally with days when you are exhausted/feeling down.

There have also been regular Zoom sessions with a variety of professionals. Topics so far include 'Improving your confidence', 'Exercising with Long Term Health Conditions' and 'The Role of Social

Prescribers'. Upcoming sessions include 'How Occupational Health can Help' as well as talks on coping with anxiety, a memory workshop and a mindfulness session.

We have around 50 members so far and their conditions range from anxiety and depression, to fibromyalgia, MS, Parkinson's and chronic pain conditions.

Some people struggle to leave the house so a group like this is a fantastic way for them to keep connected and feel supported, especially now being in lockdown again.

If you would like to join the group, you can join via Facebook: [facebook.com/groups/rhlhowareyoutoday](https://www.facebook.com/groups/rhlhowareyoutoday) or send an email for more information: rachael.austen-jones@rhl.org.uk



ZOOM EXERCISE CLASSES

CLASSES FOR OLDER ADULTS &
PEOPLE WITH HEALTH CONDITIONS

CHAIR PILATES

CARDIAC CIRCUIT

BEGINNERS PILATES

SEATED DANCE

HEALTH CIRCUIT WITH BALANCE

SEATED EXERCISE

MOBILITY & BALANCE

Full timetable:

www.rhl.org.uk/downloads/timetable_classes.pdf

For more information and to book a **free trial class**
please email classes@rhl.org.uk or call & leave a
message on **01252 957430** and we will get back to you



RUSHMOOR HEALTHY LIVING - WWW.RHL.ORG.UK
REGISTERED CHARITY NO. 1105381



Let's talk about cervical cancer

You might know about smear tests. They can stop cervical cancer from ever developing.

You're invited regularly from 25 to 64



You might find going for smear tests hard (especially at the moment).

So make sure you know the symptoms:

- **Vaginal bleeding that is unusual for you**
- **Changes to vaginal discharge**
- **Pain or discomfort during sex**
- **Pain in your lower back or pelvis**

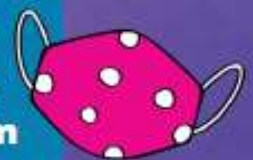


The earlier cervical cancer is found, the easier it is to treat.



So whether you're up to date with your smear test, are waiting for a test, or have never been, if you have any of these symptoms then call your GP as soon as possible.

Your GP has measures in place to keep you safe from **coronavirus.**



For further information and support
Call our helpline: **0808 802 8000**
Find us online: **jostrust.org.uk**





Roadmap Out of Lockdown

STEP 1 8 March

29 March

EDUCATION

8 MARCH

- Schools and colleges open for all students
- Practical Higher Education courses

SOCIAL CONTACT

8 MARCH

- Exercise and recreation outdoors with household or one other person
- Household only indoors

29 MARCH

- Rule of 6 or two households outdoors
- Household only indoors

BUSINESS & ACTIVITIES

8 MARCH

- Wraparound care, including sport, for all children

29 MARCH

- Organised outdoor sport (children and adults)
- Outdoor sport and leisure facilities
- All outdoor children's activities
- Outdoor parent & child group (max 15 people, excluding under 5s)

TRAVEL

8 MARCH

- Stay at home
- No holidays

29 MARCH

- Minimise travel
- No holidays

EVENTS

- Funerals (30)
- Weddings and wakes (6)

STEP 2

No earlier than 12 April

At least 5 weeks after Step 1

EDUCATION

- As previous step

SOCIAL CONTACT

- Rule of 6 or two households outdoors
- Household only indoors

BUSINESS & ACTIVITIES

- All retail
- Personal care
- Libraries & community centres
- Most outdoor attractions
- Indoor leisure inc. gyms (individual use only)
- Self-contained accommodation
- All children's activities
- Outdoor hospitality
- Indoor parent & child groups (max 15 people, excluding under 5s)

TRAVEL

- Domestic overnight stays (household only)
- No international holidays

EVENTS

- Funerals (30)
- Weddings, wakes, receptions (15)
- Event pilots



You could have coronavirus and not even know it





Roadmap Out of Lockdown (cont)

STEP 3

No earlier than 17 May

At least 5 weeks after Step 2

EDUCATION

- As previous step

SOCIAL CONTACT

- Maximum 30 people outdoors
- Rule of 6 or two households indoors (subject to review)

BUSINESS & ACTIVITIES

- Indoor hospitality
- Indoor entertainment and attractions
- Organised indoor sport (adult)
- Remaining accommodation
- Remaining outdoor entertainment (including performances)

TRAVEL

- Domestic overnight stays
- International travel (subject to review)

EVENTS

- Most significant life events (30)
- Indoor events: 1,000 or 50% (plus pilots)
- Outdoor seated events: 10,000 or 25% (plus pilots)
- Outdoor other events: 4,000 or 50% (plus pilots)

STEP 4

No earlier than 21 June

At least 5 weeks after Step 3

All subject to review

EDUCATION

- As previous step

SOCIAL CONTACT

- No legal limit

BUSINESS & ACTIVITIES

- Remaining businesses, including nightclubs

TRAVEL

- Domestic overnight stays
- International travel

EVENTS

- No legal limit on life events
- Larger events

HM Government **NHS**

Anyone can spread coronavirus. Even you.

Not everyone with coronavirus has symptoms.

HANDS

FACE

SPACE



HM Government



Got symptoms?



OR

Tested positive?



=

You must self-isolate for 10 days



I use the NHS App to order repeat prescriptions

Your NHS, your way
Download the NHS App 📱



I use the NHS App to check my blood test results

Your NHS, your way
Download the NHS App 📱



I use the NHS App to view my GP medical record

Your NHS, your way
Download the NHS App 📱



HM Government



**GOT
CORONAVIRUS
SYMPTOMS?**

DON'T GO OUT

DON'T SEE FRIENDS

DON'T BREAK THE LAW



How to Make Your Heart Healthier

A healthy lifestyle will make your heart healthier. Here are 10 things you can do to look after your heart.

Give up smoking

If you're a smoker, quit. It's the single best thing you can do for your heart health.

Smoking is one of the main causes of coronary heart disease. A year after giving up, your risk of a heart attack falls to about half that of a smoker.

You're more likely to stop smoking for good if you use NHS stop smoking services. Visit the Smokefree website or ask your GP for help with quitting.

Get active

Getting – and staying – active can reduce your risk of developing heart disease. It can also be a great mood booster and stress buster.

Do 150 minutes of moderate-intensity aerobic activity every week. One way to achieve this target is by doing 30 minutes of activity on 5 days a week. Fit it in where you can, such as by cycling to work.

Manage your weight

Being overweight can increase your risk of heart disease. Stick to a healthy, balanced diet low in fat and sugar, with plenty of fruit and vegetables, combined with regular physical activity.

Find out if you're a healthy weight with the BMI calculator. If you're overweight, try our 12-week NHS weight loss plan.

Eat more fibre

Eat plenty of fibre to help lower your risk of heart disease – aim for at least 30g a day.

Eat fibre from a variety of sources, such as wholemeal bread, bran, oats and wholegrain cereals, potatoes with their skins on, and plenty of fruit and veg.

Cut down on saturated fat

Eating too many foods that are high in saturated fat can raise the level of cholesterol in your blood. This increases your risk of heart disease.

Choose leaner cuts of meat and lower fat dairy products like 1% fat milk over full-fat (or whole) milk.

Read the facts about fat.

Get your 5 A Day

Eat at least 5 portions of a variety of fruit and vegetables a day. They're a good source of fibre,

vitamins and minerals.

There are lots of tasty ways to get your 5 A Day, like adding chopped fruit to cereal or including vegetables in your pasta sauces and curries. Get more 5 A Day fruit and veg tips.

Cut down on salt

To maintain healthy blood pressure, avoid using salt at the table and try adding less to your cooking.

Once you get used to the taste of food without added salt, you can cut it out completely. Watch out for high salt levels in ready-made foods. Most of the salt we eat is already in the foods we buy.

Check the food labels – a food is high in salt if it has more than 1.5g salt (or 0.6g sodium) per 100g.

Adults should eat less than 6g of salt a day in total – that's about 1 teaspoon.

Eat fish

Eat fish at least twice a week, including a portion of oily fish. Fish such as pilchards, sardines and salmon are a source of omega-3 fats, which may help protect against heart disease.

Pregnant or breastfeeding women should not have more than 2 portions of oily fish a week.

Drink less alcohol

Do not forget that alcohol contains calories. Regularly drinking more than the NHS recommends can have a noticeable impact on your waistline.

Try to keep to the recommended daily alcohol limits to reduce the risk of serious problems with your health, including risks to your heart health.

Read the food label

When shopping, it's a good idea to look at the label on food and drink packaging to see how many calories and how much fat, salt and sugar the product contains.

Understanding what's in food and how it fits in with the rest of your diet will help you make healthier choices.

Page last reviewed: 10 July 2018

Next review due: 10 July 2021

Healthy body - NHS (www.nhs.uk)



Content supplied by
the NHS website
nhs.uk



Mental Health Support Services at Richmond Surgery

We are pleased to be able to offer the following services here at Richmond Surgery:

Youth Counselling Service 12-24 years

Patients may self-refer - Tel 0345 600 2516
 Email rxx.youthcounselling@nhs.net
 Or speak to your GP for a referral.

The support is via telephone support and/or face to face sessions.

Face to face appointments are hosted at the surgery AFTER the Service has arranged this directly with you.

MIND Adult Services

This is an adult wellbeing support and advisory service for those aged 16+ years.

If you need support at times of difficulty and would like advice on where to go for guidance and support, you can request a telephone appointment with the Wellbeing Practitioner who will be at the surgery one day per week. These are pre-booked telephone appointments only.

There are currently no face to face appointments for this service.

PLEASE NOTE

**These are not walk-in services
 By appointment only**

**FEELING LOW?
 GETTING ACTIVE COULD
 MAKE A DIFFERENCE.**

Search Every Mind Matters

Better Health every mind matters

NHS

Specialist Orthopaedic Practitioner

**For Muscular and Joint Pain
 18 Years + ONLY**

This service is available for face to face appointments.

If you have muscular aches or joint pain or an injury, you can book an appointment directly with our in-house Specialist Orthopaedic

Practitioner avoiding the need to see your GP first to facilitate the assessment referral. When booking, please ensure you provide information as to the related problem.

If you have any queries regarding the new availability please speak with a member

of our reception team.

To book an appointment telephone the reception team 01252 811466.

Drs King & GP Partners
 Donna Brennan, Managing Partner



CORONAVIRUS

PREVENT THE SPREAD OF INFECTION

For more information, go to gov.uk/coronavirus and nhs.uk/coronavirus

NHS



Chaperone Available

The following member of our staff is a qualified, trained chaperone:

Jan Fulcher
Reception Manager

If you believe you would benefit from this service, please ask at the time of booking your appointment so that arrangements can be made.

This advanced notice is particularly important if you require a male chaperone.

There are fewer male staff members in our team and we would therefore need to ensure that one is available for your appointment.

OUR EMAIL ADDRESSES

General admin enquiries: nehccg.richmondsurgery@nhs.net
Repeat prescription requests: nehccg.richmondsurgery-scripts@nhs.net
Medical Secretaries: nehfccg.richmondsurgery-secretary@nhs.net

Please avoid sending your email to more than one email address. This can cause potential delays to your request.

For medical or health concerns, please submit an eConsult - link on website.

If you have an appointment and become unwell or if you are waiting for the result of a COVID test, DO NOT come to the surgery. Please call us instead. Thank you, Drs King & Partners

RATE US PLEASE! www.nhs.uk

It's not just for moaning!

We would really like to see all the positive feedback we have received reflected on the NHS website too.

To rate us, visit the NHS website (www.nhs.uk)

Click on 'Services Near You' Search for **Richmond Surgery** or **GU52 7US**

Top right, click on 'leave a review'.

We value your opinion. Thank you, Drs King & Partners



Concerns, Complaints, Suggestions etc - IN WRITING PLEASE

If you have concerns, complaints or wish to make a suggestion please put this in writing, either by letter or by email to:

nehccg.richmondsurgery@nhs.net

Complaints are taken extremely seriously, therefore your formal, written account will ensure we have the full facts to conduct an investigation in to your complaint.

For this reason, **we do not discuss in person or by telephone.**

Speaking to a member of staff will not record your complaint or concern and therefore you will still be

asked to put your complaint or concern formally in writing BEFORE it can be dealt with.

Not every issue is dealt with by the GPs or Managing Partner.

We aim to acknowledge receipt of your written complaint within 3 working days and where necessary, will respond again after we have investigated further.

Please ensure you provide your full name and contact details.

Drs King & GP Partners
Donna Brennan, Managing Partner

Out of Hours Help

NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

Get help online or on the phone

Online: 111.nhs.uk
(for people aged 5 and over only)
Telephone: 111

NHS 111 is available 24 hours a day, 7 days a week. For medical advice when the surgery is closed.

The staff on **111** are able to refer you on to the Out of Hours team if they decide that is required.

For Life-threatening Emergencies
DIAL 999

